TechM AMI Command Center
using isMobile partner platform

Tech Mahindra's AMI Command & Control Center is using the isMobile platform for smart metering operations, and is engineered to enable and operate various real time functions, mobile apps for field crew, automated data collection & analysis. TechM has strong capabilities & experience of running AMI centers for energy suppliers worldwide to help them drive their future smart grid vision.

About the isMobile Platform

isMobile solution builds an efficient and transparent pathway between field workers, back office and end-customer. Built-in flexibility in the solution empowers change, both in real time and over time. The solution shares information with the end-customer through customer booking service, SMS, email and digital letter generation.

Value Proposition

isMobile | Tech Mahindra

Analytics and Smart workforce management with tools and processes to run the Command Centre remotely

Experience of running such **Command Centres** with Energy Suppliers Worldwide

TechM's **strong capability** to run and **operate AMI** Command Centre

Software components help deliver **Energy Supplier's future Smart Grid vision**

Envisioning Long term Relationship of **"Capability & Trust"** For Energy Suppliers Worldwide

Easily manageable by the Energy Supplier's IT team - **low total cost of ownership and support**

Ability to run smoothly even with changes in surround systems such as MDM HES, etc.

isMobile solution is **running with several utilities**, is **highly flexible** and easily integrates with 3rd party systems

TechM has **partnered with isMobile** for the AMI Command Centre Solution

Smart Command Center CoE

### Designed to Scale to Manage Multiple AMI Roll-outs

Smart One Office
- Support for Onboarding calls, Emergency response, Variability, etc.
- Manage incidents, events & IHD/technical issues
- Energy efficiency, complaints management, and Reporting
- Regular update and report on Installs & work orders
- CSAT Surveys and Field efficiency

Smart Meter Data management
- Remote Configurations & Firmware Updates/Upgrades
- Activation, Subscription & Termination Management
- Predictive, proactive analysis and troubleshooting exercises
- Collect & validate Alerts and Events, Remote billing/meter reads and diagnostic services
- Monitor loads, Emergency service support, exception handling

Governance
- Multidisciplinary & Integrated Governance involving Business, Technical, Change & Service Management
- Communication and Expectation Setting
- Single ownership of 3 Party issue management
- Track Manage and Report Key Measures, Metrics and KPI's

SMART METER
COMMAMD CENTER
isMobile **Platform**
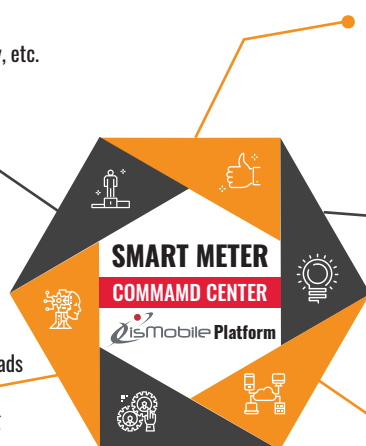
Roll-Out Installation and Commissioning Support
- Prioritize Customer segment by sociodemographics
- Book customer appointments and create awareness
- Install and Commission engineer support with visit details
- Proactively monitor smart prepayment installs, Remote Triaging of jobs
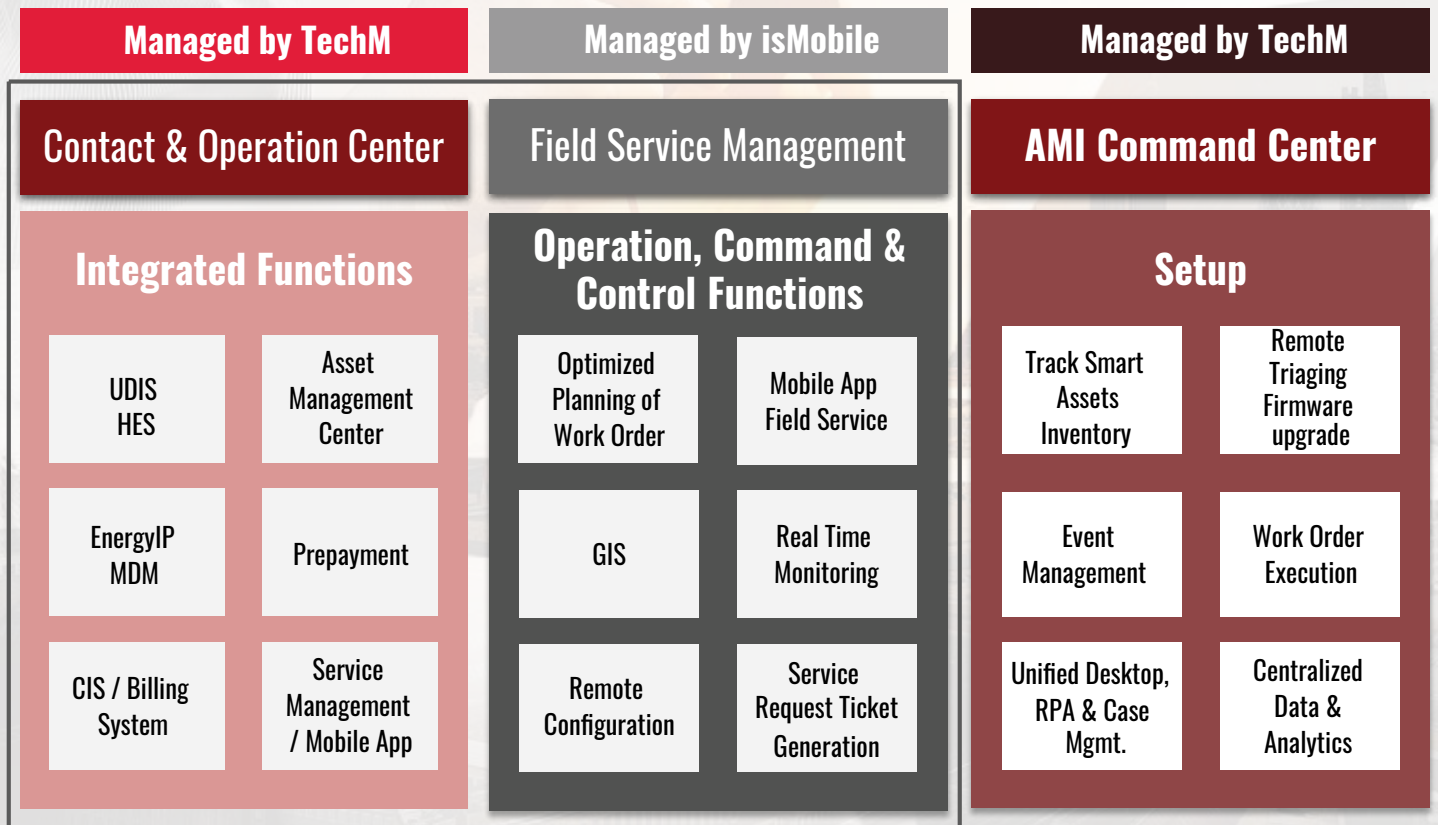- Plan & schedule field engineers by skill & need and Liaison

Supply Chain and Asset Management
- Asset Tracking for new Installs & Serialization, Track smart metering assets
- Manage change of supplier related asset mgmt. processes
- Inventory, Warehousing Support, and 3rd party comm.
- Certificate management of Device, Commissioning and external interface
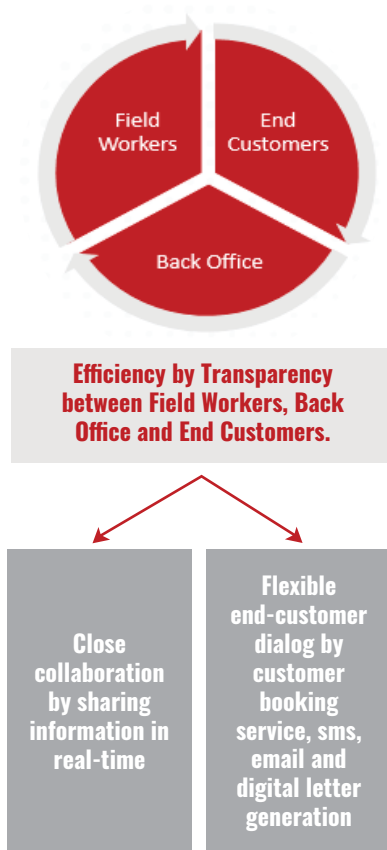- Support Asset materials Audit and Compliance Reporting

Analytics and Reporting
- Workforce Optimisation & Seasonality Management
- Common operating real-time dashboard single view - SMART MIS
- Track and report repeat engineer visits and jobs done by day
- Engineer Interaction Analytics & Insights
- Incident & Event Analytics, Customers Analytics e.g. Energy Efficiency

Overview of AMI Operations, Command & Control Center

Managed by TechM	Managed by isMobile	Managed by TechM
Contact & Operation Center	**Field Service Management**	**AMI Command Center**

Contact & Operation Center — Integrated Functions

UDIS HES	Asset Management Center
EnergyIP MDM	Prepayment
CIS / Billing System	Service Management / Mobile App

Field Service Management — Operation, Command & Control Functions

Optimized Planning of Work Order	Mobile App Field Service
GIS	Real Time Monitoring
Remote Configuration	Service Request Ticket Generation

AMI Command Center — Setup

Track Smart Assets Inventory	Remote Triaging Firmware upgrade
Event Management	Work Order Execution
Unified Desktop, RPA & Case Mgmt.	Centralized Data & Analytics

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TechM – isMobile Solution Approach

Field Workers

End Customers

Back Office

Efficiency by Transparency between Field Workers, Back Office and End Customers.

Close collaboration by sharing information in real-time

Flexible end-customer dialog by customer booking service, sms, email and digital letter generation

Mobile Field APP: Shared schema, real-time change alerts and reporting, navigation support, and thumb-dial to customer.

Planning App: Track Progress, notification & Alerts of real-time changes

End Customer Booking Service: Information of work and proposed time-slot, confirm & re-book on real-time scheduling, notation of availability, sms-reminder

Smart Command Center:
- Pertinent M2C offerings with Process mining, RPA and Chat services
- Digital Customer Interaction services with Multi-Channel Support
- Finance & Accounting, Procurement services
- Specific analytics services around web analytics, churn, retention, etc.
- Smart meter roll-out and Connected Homes helpdesk

Back Office:
- Automatic and manual planning, scheduling and dispatching
- Optimization support, re-schedule and re-optimize changes
- Real-time notification/tracking with visibility on schedule/map
- Review and follow-up reporting for time and billing
- KPI analyzing for future improvements

Field Workers:
- Personal agenda based on optimized schedule
- Map view & navigation for route and assignment visualization
- Situation based digital guidance
- Easy to use and flexible user interface
- Create, modify, sort, filter & select work orders, and track status

End Customer:
- Info. about work and proposed time slot
- Confirmation & re-booking on real-time scheduling
- Automatic email, sms/text, letter generation
- Reminder notifications before appointment

Deliverables & Benefits of Outsourcing AMI Service Operations

The drivers of AMI include moving to quarterly billing, improved registration with ultrasonic meters, conservation through improved customer engagement, timely notification, and reduced high-bill / high-usage remissions.

Setting up an Integrated AMI Command Centre

- Integrate the various AMI systems that will rollout smart metering
- Have a unified Dashboard view of the metering and network events/alarm and field work notifications
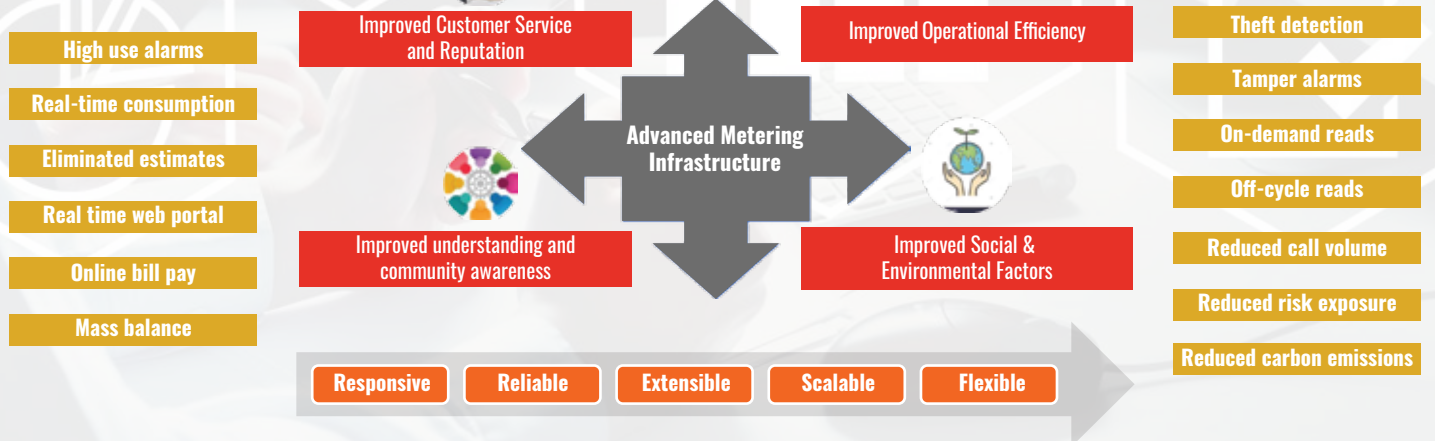- Design and implement a 24x7 Operations Centre

Managing the Integrated AMI Command Centre

- Run the Command Centre operations
- Staff the Command Centre with a team having relevant skills
- Provide Field Service Roll-Out support
- Do Remote Triaging and Smart Metering Events Management

Design
Monitor
AMI Solution Scope
Delivery
Maintenance
Operation

- High use alarms
- Real-time consumption
- Eliminated estimates
- Real time web portal
- Online bill pay
- Mass balance

Improved Customer Service and Reputation

Improved Operational Efficiency

Advanced Metering Infrastructure

Improved understanding and community awareness

Improved Social & Environmental Factors

- Theft detection
- Tamper alarms
- On-demand reads
- Off-cycle reads
- Reduced call volume
- Reduced risk exposure
- Reduced carbon emissions

Responsive | Reliable | Extensible | Scalable | Flexible

AMI Command Control Operations Center

AMI Network Devices
- AMI Devices & Meters status
- Outage Monitoring
- Equipment Alerts, Near Real time status
- Device Alerts and exceptions
- SLA management & Ticketing

AMI Installation & Asset Management
- Installation of support App
- Device Lifecycle management
- Meter/Device Alerts Monitor
- Data Integrity Checks
- Exception monitoring and management

System Security & Command CC
- Single Sign on & role based access control for CCC
- Security Incident Detection and SOP initiation
- Procedure for Log Collection, analysis and Secure storage of Logs
- Mobility solution role based for CCC replica

AMI Communication Systems
- System performance, Network Devices
- Service providers KPIs
- Services SLAs, Monitoring & Management
- System Alerts and Analysis
- Analytics & Reporting

AMI - HES Monitor
- Load profile capture period set
- Demand integration period
- Setting of parameters for time of day
- Prepaid function enable
- Load curtailment limit set

Network Monitoring
- Operational Decisions Support
- Equipment Status - Upstream/Downstream
- Near Real-time monitoring of events
- E2E network Visualization
- Map based GIS Visualization

Key Solution Levers

01 Understand of the AMI System Components In-Scope

02 Define Solution Implementation Methodology

03 Architecting AMI system Command Centre & Smart Grid Vision

04 Enabling Features & Functionalities of AMI Command & Control Centre Operations

05 Live Systems Demo: AMI Command Center - Requirements Categorization

06 Kick-off AMI Command Centre Operations & Service Value Roadmap

07 Managing the AMI Operations, Command & Control Centre thereafter

08 Transforming the AMI Command Centre Operations

isMobile References - sample proof points

1. Nordic Multinational Power Company

Business Challenges:
- A single flexible software platform to handle current delivery processes & case types.
- A solution that integrates with existing IT landscape
- Ability to rapidly adapt to changes in business models, organizational structures and processes.
- Provide excellent case support to field personnel to ensure SLA compliance, clear reports and accurate billing info.
- Rapid deployment and ease-of-use for faster implementation and minimal user training.

Business Benefits:
- isMobile's template-based solution allows for easy business-specific customization & eases up everyday assignment of resources.
- The new system enables strategic decisions based on actual business conditions
- Ease of use for rapid deployment.
- Field personnel get access to case information
- Enhanced productivity using reporting feature to reduce load on administrative resources.
- Reduced delay between task completion and billing.

2. South European Multinational Gas & Energy Company

Business Challenges:
- To thrive in its country's open energy market, the customer needed to improve the efficiency of its field force to meet the needs of current and potential customers.
- There was a need to transform field service and sales processes to respond quickly – either for service call or for new business opportunity

Business Benefits:
- €500,000 in annual administrative cost savings
- 30% increase in service call completion rates.
- The customer engaged isMobile to deploy a workforce mgmt. solution to enable redesign and optimization of its service dispatch ops. and empowered the sales force to find and close more revenue opportunities.

Tech Mahindra